

Customer Grievance Redressal Report for the Quarter Ending Sept-13

(Cellular Mobile Telephone Service) :: CDMA Services

Name of Service Provider - Tata Teleservices Limited & Tata Teleservices (Maharashtra) Limited

Name of Service Area	Complaint Centre(s)					Appellate Authority			
	Total no. of complaints received in the Complaint Centre	No. of customers at end of the Quarter	Complaints per 100 customers per month	Total no. of complaints redressed by the Complaint Centre within the specified time limit	Total No. of complaints pending for redressal beyond the specified time limit	Total No. of appeals received by the appellate authority	No. of appeals disposed of	No of appeals pending.	Total No. of appeals pending for decision beyond the specified time limit
1	2	3	4	5	6	7	8	9	10
AP	33194	1971999	1.68	31710	1484	5	5	0	0
BH	4110	1286498	0.32	3880	230	1	1	0	0
DL	64348	4067855	1.58	61109	3239	337	313	24	0
GUJ	10051	610934	1.65	9738	313	35	35	0	0
HP	2112	93435	2.26	2001	111	2	2	0	0
HR	2369	651597	0.36	2244	125	12	12	0	0
KOL	12388	732747	1.69	12005	383	10	10	0	0
KR	5427	300318	1.81	4866	561	2	2	0	0
KTK	23228	668142	3.48	22395	833	23	23	0	0
MP	3221	571112	0.56	3119	102	3	3	0	0
MUM	21893	1558747	1.40	21169	724	90	90	0	0
OR	1831	309368	0.59	1773	58	3	3	0	0
PB	13864	656033	2.11	13163	701	25	25	0	0
RAJ	5674	1013178	0.56	5538	136	0	0	0	0
ROM	14005	2418140	0.58	13277	728	25	25	0	0
TN	24732	503616	4.91	23383	1349	37	37	0	0
UPE	5725	522476	1.10	5587	138	2	2	0	0
UPW	5594	1030973	0.54	5421	173	1	1	0	0
WB	1297	252193	0.51	1250	47	0	0	0	0